

San Juan Islands Partnership Group

**Wednesday, October 24 | 11:30 a.m. – 1:30 p.m.*
Friday Harbor House | 130 West Street, Friday Harbor**

AGENDA

Time	Topic	Lead
11:30 a.m.	Welcome Opening Remarks and Introduction of WSF team	Captain George Capacci, Deputy Chief of Operations
11:40 p.m.	Partnership Member Introductions <ul style="list-style-type: none"> Name & Affiliation 	Partnership Group Members
11:55 p.m.	Partnership Overview <ul style="list-style-type: none"> Review agenda Review and discuss roles and responsibilities and draft meeting plan 	Heather Rogers, Facilitator (BERK)
12:05 p.m.	Reservations Program Overview <ul style="list-style-type: none"> Timeline and results of past partnership processes 	Brian Churchwell, WSF
12:15 p.m.	Facilitated Group Discussion <ul style="list-style-type: none"> What are the potential benefits of reservations? What are the challenges around reservations in the San Juan Islands? What questions do you have? 	Group
1:10 p.m.	Summary and Next Steps	Heather Rogers
1:15 p.m.	Public Comments	Heather Rogers
1:30 p.m.	Meeting Adjourned	

Meeting Materials:

- Partnership Roles and Meeting Plan
- Vehicle Reservation System Overview
- Partnership Input on Current Business Policies

* Coincides with sailing schedule; **Departure** - 9:30 from Anacortes or interisland sailing (depart Lopez 9:55, Shaw 10:15, Orcas 10:35) **Return** – 1:55 to Anacortes or interisland sailing departing Friday Harbor at 2:20pm

SAN JUAN ISLANDS COMMUNITY PARTNERSHIP GROUP VEHICLE RESERVATIONS PHASE 2 PLANNING

Partnership Roles and Preliminary Meeting Plan

Partnership Group Purpose

WSF is planning Phase 2 of its reservations program, which includes expanding reservations for San Juan Islands routes. It has convened the Partnership Group to **gather input on feasibility, system design and policy decisions.**

Washington State Ferries Commitment

WSF values the time and energy partnership members are giving to the process and is committed to listening to member feedback and incorporating it into the planning process. WSF will take a flexible approach to agenda development to ensure there is adequate time to discuss the issues most important to partnership members.

Member Responsibilities

- Attend the group meetings and contribute to the discussion.
- Actively share your ideas, observations, and energy.
- Actively listen to others. Building on points of agreement is expected and good.
- Participate in discussion fully so that different points of view are shared. Disagreement is expected; if members don't agree on something, it's OK. All members' positions will be respected and considered.
- Provide timely feedback about what's working and what's not working. Proactively contact WSF with feedback, questions, and concerns.
- Understand and be able to articulate the Partnership Group purpose and member responsibilities.
- Review meeting summaries and other meeting materials in advance of the meeting.

Contact

Partnership members and members of the community can email WSF at any time to share their thoughts on the reservations planning process: **wsfplanning@wsdot.wa.gov.**

Preliminary Meeting Plan

Meeting #1 (10/24/2012, 11:45 am-1:45pm) Introductions, review project timeline and partnership group role and expectations; discuss perceived benefits, challenges, and questions around reservations in the San Juan Islands.

Meeting #2 (Dec. 2012) Review meeting plan for future partnership meetings; share lessons learned from Phase 1; discuss potential communications infrastructure improvements.

Meetings #3 - ? (2013 & 2014) *Discuss topics that the group or WSF have identified as challenges in detail; present analysis; discuss and refine potential business policies; explore other topics as needed.*



VEHICLE RESERVATION SYSTEM OVERVIEW

Washington State Ferries

2011

2012

2013

2014

2015

2016

2017

Phase 1

Phase 2

Phase 3

What Happens in Each Phase:

Phase 1 - Enhance Current System

- System design and testing
- Reservations available to all customers on Port Townsend-Coupeville and Anacortes-Sidney routes
- Reservations for commercial account customers on San Juan Islands routes
- New website for making, changing, and canceling reservations
- Premier, Executive, and Universal account programs available for frequent customers

Phase 2 - San Juan Islands

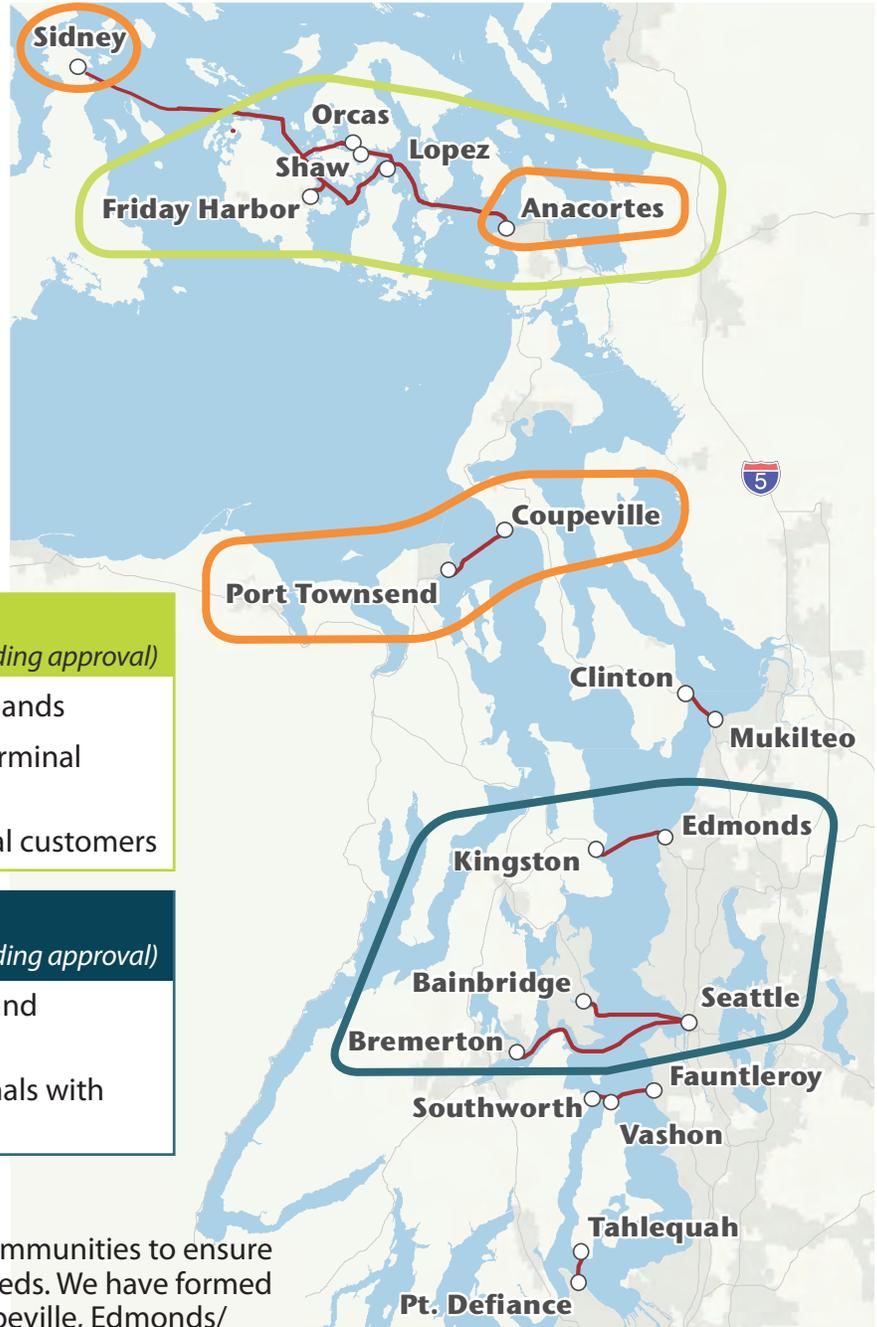
(upon successful Phase 1 implementation & funding approval)

- Reservations extended to San Juan Islands
- Communication infrastructure and terminal improvements in San Juan Islands
- Expanded reservations for commercial customers

Phase 3 - Central Sound

(upon successful Phase 2 implementation & funding approval)

- Reservations extended to Central Sound commuter routes
- New signage at and leading to terminals with sailing status information



Community Partnerships:

WSF is committed to working with ferry communities to ensure the reservation system meets customer needs. We have formed partnerships with the Port Townsend/Coupeville, Edmonds/Kingston, and San Juan Islands routes. Additional groups will be formed as the project moves forward. For more information, visit <http://www.wsdot.wa.gov/ferries/planning/vehiclereservations.htm#partnerships>.

For more information please contact:

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 WSF Director of Communications
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SAN JUAN ISLANDS PARTNERSHIP GROUP

Partnership Input on Current Business Policies and Practices

WSF relies on input from Partnership members to help develop and refine business policies that will work best for the local community. For the Port Townsend – Coupeville route, the Partnership group discussed and helped refine all major business policies. In particular, the group molded the following policies:

- **Arrival times:** how far in advance of sailing customers need to arrive for their reservation to be guaranteed.
- **Caps on commercial reservation deposit amounts:** deposit amount caps for oversized vehicles.
- **Change and cancelation policies:** how to allow flexibility for changing travel plans while accommodating staff's need to plan for the next sailing and inform standby customers of wait times.
- **Customer outreach:** types and content of customer outreach prior to implementation.
- **Percent of vessel reserved:** amount of space WSF allocates to reservations vs standby customers.
- **Premier Account:** Premier Account program benefits and means of accessing the program.
- **Reservation lead times:** how far in advance of sailings reservations become available.
- **Service disruptions:** how to prioritize customers when a sailing is unexpectedly canceled.
- **Wrong sized vehicle:** how customers who arrive for their reservation in a different vehicle size than they reserved.

WSF will be discussing these and other policies with the San Juan Islands Partnership Group to ensure that the program works well for customers in the San Juan Islands. Given the unique ridership mix and operating constraints in the Islands, WSF will be seeking input on the following topics in the coming months:

- **Deposits and one way fare collection:** given that vehicle fares are currently only collected in one direction, how would WSF implement deposits or other policies to deter no-shows.
- **Amount of vessel space available to different customer types:** how should WSF implement special programs (like the Premier Account) in the San Juan Islands to ensure all customers can access reservations?